



Addendum 1

November 20, 2014

**Re: RFP 15-34E
Tech Equip and Software Maintenance Services**

TO: All Prospective Bidder(s):

This addendum is issued in response to question(s) from prospective offeror(s).

1. You expect the vendor to be capable of procuring both the equipment and the services or either is acceptable?
Either is acceptable. Our intent is that potential vendors make proposals on the items they are able to supply.
2. Does the vendor need to have the ability to procure the entire list products/equipment or it is allowed bid for the partial list also.
No, our intent is for the vendor to supply/propose the products they are able to supply. There most likely will be more than one contract as a result of this RFP.
3. If allowed to bid only for the services, what is percentage of servicing resourcing could be done from offshore location
 - Outside the United States?
 - Inside the United States but out of Virginia?**There are no set amounts of services by location. However, as stated in the RFP, local vendors are preferred, but we will consider them from anywhere. Some items such as data storage and backup will need to be in the United States due to data security concerns.**
4. The budget of \$300K per year includes the servicing fee or the limit also includes the equipment spending?
This is the expected amount of expenditures for all contracts resulting from this RFP.
5. We are located in Colorado and in NJ with our offshore center in India, Chennai; does this affect our eligibility?
We would not allow our data to be stored in India (or anywhere outside of the United States) for security reasons.
6. On Page 9 of 41, under Section 4, Sub-section 3 ("Ability to repair and maintain existing audio and video equipment"), in order for us to correctly respond to this RFP, we would like to request an inventory of the current AV equipment that would require service. **We do not have an inventory of all the AV equipment in the City. Most departments purchase their own AV equipment when needed and thus the acquisition is not coordinated through IT nor records maintained by IT. One of the many AV systems where we do have responsibility utilizes Crestron control systems, Polycom audio equipment, Crown Audio Amplifier and Kramer distribution equipment. This is**



located in our Emergency Operation Center. However, the intent of this section is to obtain an agreement with a broad based vendor that can repair most if not all of the various brands of equipment and will operate on an "as needed and available" time and material basis.

7. Is it possible to extend this bid for an additional week in order to make an appropriate response to this RFP?

The bid is extended and now **due on December 8, 2014 NLT 4 pm EST**

8. On page 11, under Table 3 – Product Support Table, the RFP mentions that Vendors will complete the following General Services Matrix. Unfortunately I am unable to find the Matrix in the RFP. Will that be issued separately?

You may ignore that statement but you should complete all the tables available. I think that statement should have been placed before Table 1.

9. On page 16, Section 4 – Costs, the RFP mentions that complete pricing must be submitted in a separate sealed envelope. But with regards to the electronic version, can the pricing be included in the same electronic proposal response document or should the pricing be submitted as a separate file in the same CD or as a separate CD?

You may submit pricing as a separate document (file) on the same CD as your proposal, submit it on a separate CD if you prefer or provide us with a separate envelope with the pricing sealed. Your choice.

10. On Page 22, Section AA - Warranty/Guarantee, the RFP mentions that the contractor should guarantee against defective or faulty material or workmanship for at least 1 year. Does the City want warranty price discounts to be bundled into the hardware discounts or listed separately?

We would prefer to see the warranty/maintenance costs as a separate item on the quote.

This concludes the Q & A period.

Yours truly,

Nevador Evans

Nevador Evans, CPPB
Buyer